



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Arizona's Agency for Human Services

DES History

In 1972, the Department of Economic Security (DES) was established by consolidating multiple state agencies to provide an integrated approach to human services.

In 2014, the Arizona Legislature created the Department of Child Safety (DCS), which officially moved Child Protective Services (CPS) out of DES and made it a stand-alone agency.

Today, DES invests approximately \$4 billion annually to assist more than 2.9 million Arizonans. Our staff of more than 7,700 team members strive daily to provide timely, accurate and beneficial services to assist those in need.

DES Mission and Vision

Mission

The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

True North

All Arizonans who qualify receive timely DES services and achieve their potential.



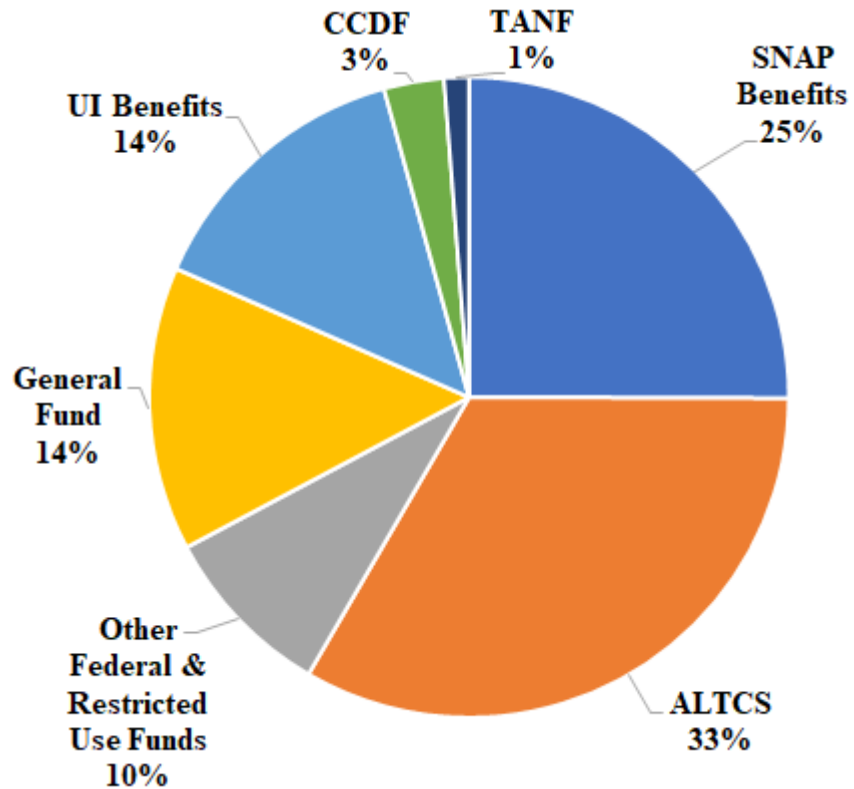
DES Values

- o Accountability – We commit to excellence, innovation and transparency.
- o Integrity – We are trustworthy, honest and reliable.
- o Respect – We appreciate each other, and value those we serve.
- o Teamwork – We collaborate with humility, and partner with kindness.
- o Diversity – We respect all Arizonans, and honor those in need.

DES Goals

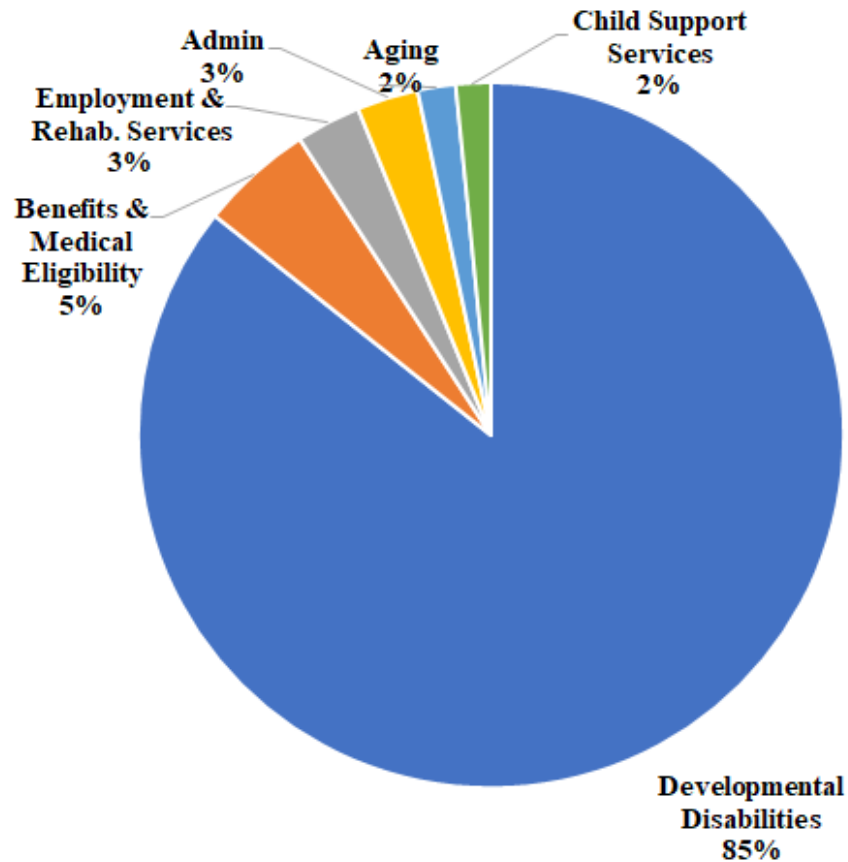
- Serve Arizonans with integrity, humility and kindness
- Support Arizonans to reach their full potential through social services that train, rehabilitate, and connect them with job creators
- Provide temporary assistance to Arizonans in need while they work toward greater self-sufficiency
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation

FY 20 Total Funds by Function



Type	Amount (in \$000,000s)
ALTCS	\$1,741,165.6
SNAP Benefits	\$1,309,211.5
General Fund	\$749,708.2
UI Benefits	\$738,044.1
Other Federal/Restricted Use Funds	\$463,194.7
CCDF	\$158,952.9
TANF	\$65,395.9
Total	\$5,225,672.9

FY 20 General Fund by Division



Division	Amount (in \$000,000s)
Developmental Disabilities	\$642,431.2
Benefits & Medical Eligibility	\$38,896.9
Employment & Rehabilitation Services	\$22,231.0
Aging & Adult Services	\$21,100.7
Admin	\$13,042.3
Child Support Services	\$12,006.1
Total	\$749,708.2

Major Programs & Services

- o Aging and Adult Services
- o Benefits and Medical Eligibility
- o Employment and Rehabilitation Services
- o Developmental Disabilities
- o Child Support Services



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Aging and Adult Services

Aging and Adult Services

Adult Protective Services (APS) investigates reports of abuse and neglect by others, financial exploitation and self neglect of vulnerable and incapacitated adults. APS also provides a telephone hotline and a 24-hour online reporting tool and offers appropriate interventions and services.

You can report abuse, neglect, and exploitation of Arizona's vulnerable and incapacitated adults toll-free at: 877-SOS-ADULT (877-767-2385), Monday-Friday 7am-7pm & Saturday-Sunday 10am-6pm - or - [online](#) 24/7.

In FY 2020, APS investigated 20,178 reports.

Increasing Transparency

In December 2020, DES published the Adult Protective Services (APS) interactive dashboard to provide a variety of tools to help stakeholders understand trends within the APS caseload. The dashboard can be accessed at des.az.gov/APSDData.

APS Data Dashboard



Summary



Demographics



Communications



Allegations



Reporting Sources



Alleged
Perpetrators

Aging and Adult Services

Aging and Disability Services offers:

- o Health Benefits counseling
- o Respite care
- o In-Home health aide, housekeeping, and personal care
- o Home-delivered meals
- o Home nursing
- o Legal assistance
- o Training program

In FY 2020, 19.4% of participants in the older workers program transitioned from subsidized to unsubsidized positions.

The Long-Term Care Ombudsman (LTCO) for Aging and Disability Services can be contacted at (602) 542-6454. For additional information, please visit [our website](#).

Aging and Adult Services

The **Arizona Refugee Resettlement Program (RRP)** administers resettlement services and time limited cash and medical assistance for eligible beneficiaries. The program is 100% funded by the federal Office of Refugee Resettlement and the Corporation for National and Community Service. RRP administers the following programs and services:

- o Refugee Cash and Medical Assistance
- o Unaccompanied Refugee Minors Program
- o Refugee Employment and Case Management Services
- o English Language Training
- o Refugee Health Promotion
- o K-12 Refugee Public School Impact Services
- o Statewide Refugee AmeriCorps VISTA Project
- and more

In FY 2020, the Department provided case management services to more than 1,843 refugees and other eligible beneficiaries who made Arizona home.

Aging and Adult Services

The **Domestic Violence Program** coordinates services to domestic violence victims and their children. The program also works with the statewide Arizona Coalition to End Sexual and Domestic Violence.

The Domestic Violence Program provides the following services:

- o Crisis hotline
- o Emergency and transitional shelters
- o Counseling
- o Case management
- o Other services: transportation, childcare, legal advocacy, and referrals to community programs

In FY 2020, 12,595 clients received emergency ESG services.

Aging and Adult Services

The **Homeless Coordination Office** plans and coordinates activities with community-based organizations and local governments.

Homeless services include:

- o Emergency shelter, transitional housing and rapid rehousing
- o Case management
- o Homeless prevention and outreach

In FY 2020:

- o 10,374 households received temporary emergency shelter services
- o 1,456 households received rapid rehousing services
- o 342 households received homeless prevention services

Shelter and Housing Assistance

\$22 million in Emergency Solutions Grant funding will provide **motel and hotel vouchers** to individuals experiencing homelessness.

\$16.5 million for the Low Income Home Energy Assistance Program and **\$8.1 million** in block grant funding will help individuals in need through utility and housing payments, employment assistance and financial empowerment.



Aging and Adult Services

The **Low-Income Home Energy Assistance Program (LIHEAP)** provides assistance to pay heating/cooling bills, minimize crises and make energy costs more affordable for low-income families. Higher priority may be granted if someone in your home is a senior citizen (60 years of age & older), a person with disabilities or a young child under six years old.

In FY 2020, LIHEAP assisted 39,083 households.

Eviction Prevention provides assistance to families to maintain existing rental housing or to move into rental housing.

In FY 2020, 1,119 households received financial assistance to prevent eviction.

Aging and Adult Services

The **Coordinated Hunger Relief Program** works with various federal, state, and local organizations that provide food assistance and maximize resources.

The Coordinated Hunger Relief Program provides the following services:

- o Supplemental Nutrition Outreach
- o Dissemination of information on locations to obtain food
- o Food bank coordination and distribution
- o Distribution of food boxes through The Emergency Food Assistance Program (TEFAP)
- o Coordination in rescuing produce that would otherwise go to waste (gleaning)
- o Distribution of food boxes for older adults (60+) through the Commodity Senior Food Program (CSFP)

In FY 2020, DES, in collaboration with the food bank network, facilitated distribution of more than 73 million pounds of produce to those in need.



Food Assistance for Families

More than **\$1.6 million** was awarded to Arizona food banks, helping them reach more families in need.

Nearly **\$21 million** was provided to the Area Agencies on Aging to distribute home-delivered meals and Grab-N-Go meals to **older adults**.

Community Partners

- Community Bridges, Inc.
- Arizona Coalition to End Sexual and Domestic Violence
- United States Veterans Initiative
- Association of Arizona Food Banks
- Chicanos Por La Causa, Inc
- United Food Bank
- Maggie's Place
- Stepping Stones Foundation, Inc
- Pima Council on Aging, Inc
- Catholic Charities
- New Life Center
- International Rescue Committee
- Community Action Agencies
- American Association of Retired Persons
- Friendly Housing, Inc
- Pinal-Gila Council for Senior Citizens
- UMOM
- Central Arizona Shelter Services
- Chrysalis Shelter for Victims of Domestic Violence, Inc
- Arizona Immigrant and Refugee Services
- New Life Center
- Coalition for Compassion and Justice
- St. Mary's Food Bank Alliance



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Benefits and Medical Eligibility

Supplemental Nutrition Assistance Program

The **Supplemental Nutrition Assistance Program (SNAP)** provides food-purchasing assistance to low-income families, children and vulnerable adults to combat food insecurity. Benefits are funded by the U.S. Department of Agriculture.

In SFY 2020, the average Nutrition Assistance allotment per person was approximately \$131.15 per day.

In SFY 2020, Arizona's SNAP program served an average of nearly 832,000 individuals per month.

In CY 2020, over \$200 million in Pandemic EBT was issued to over 636 million children.



Temporary Assistance for Needy Families

Temporary Assistance for Needy Families (TANF) provides temporary cash benefits and support services to low-income Arizona families while recipients seek employment.

Unless exempt, all work-eligible Arizona Cash Assistance individuals residing in a household receiving Cash Assistance must participate in the Jobs program.

In FY 2020, there was an average of 6,801 cash assistance cases per month. Approximately 3,718 (54.6%) of these were child-only cases.

Disability and Medical Eligibility

DES determines eligibility for **Social Security Administration (SSA) disability** programs in partnership with the federal Social Security Administration. If eligible, a recipient receives a benefit payment from SSA.

Over 87,000 applications for assistance are processed each year.

DES determines eligibility for **Medical Assistance** in partnership with the Arizona Health Care Cost Containment System (AHCCCS). Arizonans' coverage may include doctor visits, physical exams, immunizations, prenatal care, hospital care and prescriptions.

Between FY 2019 and FY 2020, the average number of constituents who received medical assistance grew by 43,835, due in part to the COVID-19 Pandemic.



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Employment & Rehabilitation Services

Unemployment Insurance

Unemployment Insurance (UI) benefits are available to individuals who have lost their jobs through no fault of their own. Individuals receive cash benefits until they find new employment if they meet certain ongoing criteria, such as receiving insured wages during a one-year period, also known as a base period.

Arizona's UI Trust is funded by a tax on employers based on number of employees, wages paid and the employer's experience utilizing the fund.

In FY 2020, an average of 48,917 UI claimants were paid per week.

From March 2020 through January 2021, over \$13.1 billion in unemployment aid was issued to over 2.1 million Arizonans.

Arizona was the first state in the nation to issue Lost Wages Assistance, providing unemployed Arizonans with over \$890 million in supplemental payments.

Increasing Transparency

Since June 2020, the Department has published a weekly dashboard to share the activity of the unemployment systems and the distribution of state and federal aid to claimants. The dashboard can be found at azui.com.

To request this document in an ADA-accessible format you may contact oeoada504coordinator@azdes.gov.

Data through 1/30/2021

Total UI Benefits Paid ^{2,4,11}	Arizonans Receiving UI Benefits ⁵	Arizonans Receiving PUA Benefits ⁵	UI Trust Fund Balance
\$13,166,527,962	468,479	1,647,229	\$69,978,216

Unemployment Insurance Claims Data ⁵

	UI			PUA			Grand Total		
	Initial Claims ¹	Continued Claims ³	Benefits Paid ^{2,4}	Initial Claims ¹	Continued Claims ³	Benefits Paid	Initial Claims	Continued Claims	Benefits Paid ^{2,4}
30-Jan	60,775	74,812	\$77,281,353	4,679	130,474	\$53,737,164	65,454	205,286	\$131,018,517
23-Jan	41,487	70,808	\$68,634,149	6,874	123,059	\$52,848,095	48,361	193,867	\$121,482,244
16-Jan	12,006	71,369	\$69,692,679	5,987	116,805	\$80,208,448	17,993	188,174	\$149,901,127
09-Jan	12,309	76,818	\$67,368,051	7,889	99,057	\$39,598,611	20,198	175,875	\$106,966,662
02-Jan	7,992	71,901	\$36,494,893	2,417	101,319	\$17,033,613	10,409	173,220	\$53,528,506
26-Dec	6,569	69,775	\$28,532,606	3,885	98,443	\$18,927,564	10,454	168,218	\$47,460,170
19-Dec	7,032	75,045	\$29,781,485	5,353	89,297	\$19,031,599	12,385	164,342	\$48,813,084
12-Dec	6,921	75,979	\$29,949,969	3,433	85,174	\$42,754,774	10,354	161,153	\$72,704,743
05-Dec	7,362	82,614	\$31,087,013	3,318	268,556	\$46,982,672	10,680	351,170	\$78,069,685
28-Nov	5,569	81,219	\$29,752,357	2,355	320,413	\$46,294,592	7,924	401,632	\$76,046,949
21-Nov	7,154	91,405	\$32,063,044	3,043	313,263	\$56,766,303	10,197	404,740	\$80,830,227
14-Nov	6,285	95,164	\$32,378,327	6,653	299,261	\$57,271,915	12,938	394,425	\$89,650,242
07-Nov	6,410	103,243	\$33,944,227	5,077	357,685	\$69,728,251	11,487	460,928	\$103,672,478
31-Oct	6,389	112,425	\$34,277,251	21,142	396,701	\$60,708,004	27,531	509,126	\$94,985,255

Serving **Unemployed Arizonans** in Need

Over **\$13.1 billion** in unemployment aid issued to over **2.1 million** Arizonans.

Arizona was the **first state in the nation** to issue Lost Wages Assistance, providing unemployed Arizonans with over **\$890 million** in supplemental payments.



Jobs Program

DES administers a mandatory employment and training program for work-eligible individuals in households receiving Cash Assistance. Work-related activities improve skills to prepare for employment and remove barriers to employment by offering supporting and specialized services

Services may include:

- o Assistance with transportation
- o Clothing, tools, etc.
- o Shelter and utility expenses

In FY 2020, an average of 3,260 clients received services per month.

The Division of Employment and Rehabilitation Services (DERS) is an ARIZONA@WORK partner. ARIZONA@WORK is the statewide workforce development network that:

- o Strengthens Arizona's economy by developing the workforce and matching employers with job seekers
- o Helps employers of all sizes and types recruit, develop and retain the best employees for their needs
- o Serves job seekers of all ages, all skill sets and all experience levels

In response to the COVID-19 pandemic, ARIZONA@WORK has partnered with local businesses to provide customized solutions that “help retain employees, upskill current employees, and keep businesses open.” Additionally, the Department has also developed a [virtual appointment scheduler](#), so clients seeking services can now meet with an employment specialist online.

Child Care

The **Child Care Administration (CCA)** assists eligible families with childcare costs, allowing parents to participate in employment and specific education and training activities related to employment, or in certain circumstances when parents are unable to provide care.

Families may choose from a variety of childcare providers, including Department of Health Services (DHS) licensed child care centers, DHS-certified child care group homes, DES-certified small family child care homes, and in some instances, non-certified relatives.

In FY 2020, an average of 33,192 children were served each month, with no children on the waitlist.

Support for Arizona's Child Care Network

The Arizona Enrichment Center Program allocated **\$24 million** statewide to provide child care to **first responders** and **essential personnel** from April through August 2020. DES launched a similar program December 16.

Arizona received **\$88 million** in funding to financially support child care providers to safely preserve access to child care.



Workforce Investment

Workforce Investment serves the low-income population of Arizona with programs for three categories of unemployed and underemployed workers: adult, dislocated worker and youth.

Services include:

- o Tutoring, training and instruction for completion of secondary school
- o Mentoring
- o Work experience (internships, apprenticeships, job shadowing)
- o Occupational skills training
- o Leadership development
- o Guidance counseling

In FY 2020, over 1,326 youth, 5,148 adults, and 440 dislocated workers found employment through Workforce Investment.

Veterans Program

The primary objective of the **Veterans Program** is to develop and support programs that increase opportunities for veterans to obtain employment and job training in Arizona, like the Local Veteran's Employment Representative Program and the Disabled Veterans' Outreach Program.

Local Veterans' Employment Representative Program (LVER) provides outreach to veterans transitioning out of military service, facilitates employment workshops and matches veterans to employers.

Disabled Veterans' Outreach Program (DVOP) provides outreach and assistance to disabled and other veterans, promotes community and employer support for employment, and offers training opportunities including apprenticeship and on-the-job training.

Vocational Rehabilitation

The **Vocational Rehabilitation (VR)** program provides a variety of services to persons with disabilities, with the goal of preparing for, entering or retaining employment.

VR Services include:

- o Vocational guidance and counseling
- o Job training
- o Work site evaluation
- o Job placement services
- o Rehabilitation technology services and devices
- o Education

In FY 2020, on average, more than 182 clients obtained employment on a monthly basis. On average, 12,974 clients received services each month. During the COVID-19 pandemic, vocational rehabilitation counselors are available to clients online and by phone.

Independent Living Rehabilitation

Independent Living Rehabilitation serves individuals with significant disabilities. Services include:

- o Self-care
- o Activities of daily living, including driving, using public transportation, shopping, housekeeping, and communicating

In FY 2020, there were 337 individuals served in each quarter.





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Developmental Disabilities

Developmental Disabilities

The **Division of Developmental Disabilities** serves more than 44,000 eligible Arizonans who have a qualifying developmental disability:

- o Cerebral palsy
- o Epilepsy
- o Autism Spectrum Disorder (further definitions provided recently in the DSM-5)
- o A Cognitive or Intellectual Disability

In FY 2020, nearly 86.5% of clients lived in their own homes (as opposed to institutions).

Arizona is a national leader in this service metric.

Developmental Disabilities

DDD provides services to eligible members in three categories:

- **Arizona Long-Term Care System (ALTCS)** members meet certain financial eligibility requirements.
 - Eligible to receive healthcare services, long-term care home and community-based services, and are assigned a Support Coordinator that helps them navigate services and available community based resources.
- **Targeted Support Coordination** members are not eligible for ALTCS but are eligible to receive healthcare services from the Arizona Health Care Cost Containment System (AHCCCS)
 - Members are assigned a Support Coordinator to help them connect with available community resources and healthcare services.
- **DD-Only** members are not eligible for healthcare services through ALTCS or AHCCCS.
 - Members are assigned a Support Coordinator to help them connect with available community resources.

Early Intervention Program

The **Arizona Early Intervention Program (AzEIP)** serves children between birth to three years old who have developmental delays. Research indicates development in the early years establishes a critical foundation for a child's future success in school, relationships, employment, and other life pursuits. Children learn in the context of their relationships, activities, routines and events of everyday life.

In July 2020, 5,378 clients received services for early intervention, including AzEIP, Division of Developmental Disabilities and Arizona Schools for the Deaf and Blind.



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Child Support Services

Child Support Services

Child Support Services helps locate absent parents, works with other states to locate non-custodial parents and enforces Arizona's court orders. The program is designed to assist custodial parents with the identification of financial resources from non-custodial parents in order to provide for children and gain self-sufficiency.

Services include:

- o Establishing paternity
- o Establishing child support
- o Establishing medical support
- o Enforcement actions
- o Finding noncustodial parents

Persons requesting assistance may be a custodial parent, a caretaker or caretaker relative with physical custody of a child, an alleged father wanting to establish paternity, or a non- custodial parent.

In FY 2020, there was \$393 million in total collections.



Ensuring **Child Support Payments** for Families

Over **\$65 million** in past-due Child Support has been collected for Arizona families throughout the pandemic.

On November 9, DES began administering child support services in **Gila County**, and now serves families across the **entire state**.



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Office of Community Engagement

Office of Community Engagement

The **Office of Community Engagement (OCE)** brings statewide awareness of DES services and engages community organizations in collaborative efforts to address the needs of Arizona's vulnerable populations. The office aims to improve the quality of life of those in need by providing accessible, efficient and effective services.

OCE also houses the Ombudsman Office, Office of Tribal Relations and Volunteer Engagement Center.



Office of Tribal Relations

The **Office of Tribal Relations** strengthens and maintains government-to-government relationships while promoting timely and effective resolution of issues of mutual concern. The Office also serves to strengthen and maintain an increase in the understanding of tribes' legal and political status and enhance internal tribal awareness.





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